



V.J. ST. PIERRE, JR.
PARISH PRESIDENT

ROBERT BROU
DIRECTOR

ST. CHARLES PARISH

DEPARTMENT OF WATERWORKS

P.O. BOX 108 • LULING, LOUISIANA 70070

(985) 783-5110 • Fax: (985) 785-2005

Website: www.stcharlesparish-la.gov

TO: V.J. St. Pierre, Jr., Parish President

FROM: Robert Brou, Director of Waterworks *RB*

SUBJECT: 2012 Annual Report

Sales for 2012 were down compared to the same period in 2011. Usage for 2012 was down 255.3 million gallons (10.4%) compared to 2011 and sales were down \$898,400 (8.7%).

BILLING In spite of our efforts to give customers our undivided attention, we still performed nearly 3,137 lock-offs, which is a decrease from the previous year.

Bank Drafting was first made available to customers in 1997, and the number of people taking advantage of this service has increased in 2012. At the end of December, 2586 customers are participating in bank drafting, with a total number of transactions for 2012 being 31,251. This represents 7.24% of our total collection activities.

On-line Bill Payments was first made available to customers in July 2008, and the number of customers taking advantage of this service has increased. The total payments received through this service for 2012 was 25,033. This represents only about 9.04% of our total collections, but it is another option offered to the customers for paying their bills. Mail is still the most favored method of payment but has shown a steady decline since the implementation of these two payment options. The Department has been actively researching additional payment options and will be able to offer the citizens of the parish the ability to perform face to face credit purchases at our office by the middle of 2013.

METER READING 253,527 accounts were scheduled to be read in 2012. Of this number, 18,660 (7.36%) meters failed the parameter check (50% over / 50% under average customer consumption) and were reread / re-checked during the reading process. Another 3,225 (1.27%) readings/consumption usage inconsistencies were rechecked through the issuance of work orders.

DISTRIBUTION The distribution system required a significant amount of maintenance in 2012. 137 repairs were completed on services of 2 inches or less as well as 37 leaks on the main line. 119 water services of 2 inches or less were installed. 145 other maintenance activities were completed as well as 5,381 calls for line locations.

Approximately 8600 feet of Cast Iron water main was replaced along Highway 631 between 4th Street and Audubon in Paradis. The project was finalized in the 1st quarter of 2012. The project has improved water quality, flow and pressure for this entire community.

Engineering was begun for the removal and replacement of 5200 feet of cast iron water main along LA 18 in Hahnville. The benefits to water quality and flow will be the same as the project above. Construction should begin in the second quarter of 2013.

To accommodate the West Bank and Vicinity Hurricane protection project the Department of Waterworks worked with the Corps of Engineers to relocate approximately 3000 feet of 12" water main along Highway 90. In addition approximately 1000 feet of 8" water main was relocated along LA 18 at the Davis Diversion structure.

Two Water Towers were refurbished under a maintenance agreement. Des Allemands tower has been completely finished and placed back in service. Montz tower will be completed in early 2013. Two ground water storage tanks were also placed under a maintenance contract and refurbished. A third tank had its roof completely replaced.

PLANT OPERATIONS There were no drinking water quality problems during the year. All operational data and reports received on organic, inorganic, bacteriological and radiological laboratory analyses indicated that our drinking water quality met and exceeded all regulations during the year.

The underdrains for the West Bank B Plant filters originally constructed in the 1960s were removed and replaced with the same underdrain system used on the newest filters installed in 2011. This will allow us to continue to provide the finest quality water that meets or exceeds all drinking water standards/

Construction activities for the East Bank's C Plant Clarifier Refurbishment began on July 20, 2012 and are scheduled to be completed by the end of March 2013. The refurbishment includes the removal and replacement of all of the steel components of the clarifier. Engineering for C-plant is being funded by the State of Louisiana through its capital outlay program with construction funds coming from Departmental funds.

Construction began on the replacement of the West Bank's emergency electrical underground feed which was damaged in 2010. This new line should be in service by the 1st quarter of 2013.

Engineering is being finalized on the Generator Elevation project and will be advertised for bid in early 2013. This project is a FEMA Hazard Mitigation Grant Program project and will flood proof the electrical systems of the Water Treatment facilities.

Engineering has been completed for the addition of a New One Million Gallon Ground Water Storage Tank. This project will be constructed at the West Bank Water Treatment Plant and will increase the storage capacity of our facility to 5 million gallons of water. This will provide the Department with approximately one day's supply of drinking water.

FUTURE CONCERNS

Additional sources of funding for required capital projects must be found in order to prevent disruptions in service or allowing our infrastructure to deteriorate. Delays in repairing or replacing infrastructure items only add to the ultimate costs and increase the chances that water quality or supply will be adversely affected. We will continue to seek funds from grants, capital outlay and federal appropriations to fund our major projects.

Thought should also be given to implementing some system of accessing monetary impact to the Department's infrastructure by subdivision developers with appropriate fees being imposed accordingly.

Changes to the Louisiana Department of Health and Hospitals Operator Certification requirements may require the Department of Waterworks to hire additional employees to work in our treatment plants in the near future. It is possible that we will have to develop an "Operator in Training" position to work with the licensed operator. This new position would act as a training ground for new operators without the time constraints on obtaining a license from the state. This position would also improve safety for employees working night and weekend shifts.